

Salon Hub Group Pty Limited — NDIS Cancellation Policy (Updated 2025)

Purpose

We deliver premium, fully accessible hair, skin, and wellness services within hospital settings. To protect our clients' time and our team's availability, we operate a fair and transparent cancellation policy consistent with NDIS guidelines.

Scope

This policy applies to all appointments delivered by Salon Hub Group Pty Limited, including services funded by the NDIS, aged care, or other programs. It forms part of each client's Service Agreement.

Key Definitions

- **Appointment:** Any scheduled service (e.g., cut, colour, treatment, clinical hygiene/wellness).
- **Participant:** A client receiving services under a NDIS plan or other funding arrangement.
- **Adequate notice:** Cancellation made **≥ 2 business days** before the appointment time.
- **Short-notice cancellation:** Cancellation made **< 2 business days** before the appointment time.
- **No-show:** The participant does not attend and does not notify us in advance.

Notice Period

Please provide **at least 2 business days'** notice to cancel or reschedule. Group bookings follow the same requirement.

Cancellation Fees

- **Adequate notice (≥ 2 business days):** No fee.
- **Short-notice (< 2 business days):** Up to **90%** of the agreed appointment fee.
- **No-show:** Up to **90%** of the agreed appointment fee.

- **Group sessions:** If the vacated slot cannot be filled, the absent participant may be charged up to **90%** of the agreed rate.

When Fees Apply

A cancellation fee will only be charged where:

1. Your Service Agreement permits it and it complies with NDIS rules;
2. The appointment cannot be rebooked or replaced with billable work; and
3. The fee does **not** exceed the applicable **NDIS price limit** for the relevant support.

How to Cancel or Reschedule

Contact us as early as possible via phone or email listed in your Service Agreement or booking confirmation. We will always attempt to rebook your slot to avoid any charge.

Exceptions (Fee Waivers)

We may **waive** fees for genuine circumstances beyond your control (e.g., medical emergency, hospitalisation, infectious illness, unsafe travel conditions). Evidence may be requested in line with NDIS practice.

Repeated Cancellations

If cancellations become frequent, we will discuss underlying causes and reasonable adjustments (e.g., appointment time changes, transport support, carer coordination) to support continuity of care.

Prepayments & Refunds

Where a prepayment has been made and the cancellation meets the adequate-notice requirement, we will **transfer or refund** the amount. For short-notice or no-show outcomes, prepayments may be **applied** towards the cancellation fee (subject to the rules above).

Accessibility & Dignity

Our environments and processes are designed for wheelchair access and sensory needs. If you require adjustments (communication preferences, support person, transfer assistance), please let us know at booking so we can accommodate your needs.

Policy Review

We review this policy **annually** or when **NDIS pricing or guidance** changes.

Contact

Salon Hub Group Pty Limited

Email: stuart@salonhubgroup.com | Phone: **0411 080 041**

(Refer to your Service Agreement for your site's direct contact details.)

Effective date: 28 October 2025